

Attorney Docket No. 9400-32

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Duane Firman
Serial No.: 10/624,160
Filed: July 21, 2003

Confirmation No.: 6490
Group Art Unit: 2179
Examiner: Tuyetlien T. Tran

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR
CORRECTING ERRORS IN SERVICE ORDERS

November 19, 2010


Commissioner for Patents
Box 1450
Alexandria, VA 22313-1450

SECOND STATUS INQUIRY

Sir:

Applicants respectfully inquire as to the status of the above-identified patent application, and when the next communication from the U.S. Patent and Trademark Office regarding this application can be expected.

Respectfully submitted,

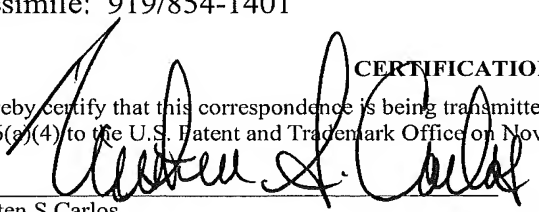


Robert N. Crouse
Registration No. 44,635
Attorney for Applicants

USPTO Customer No. 20792
Myers Bigel Sibley & Sajovec
Post Office Box 37428
Raleigh, North Carolina 27627
Telephone: 919/854-1400
Facsimile: 919/854-1401

CERTIFICATION OF TRANSMISSION

I hereby certify that this correspondence is being transmitted via the Office electronic filing system in accordance with § 1.6(e)(4) to the U.S. Patent and Trademark Office on November 18, 2010.



Kirsten S Carlos